zinier

HOW TO BOOST YOUR FIELD OPERATIONS PERFORMANCE

From Crawling to Rocket Shoes



Introduction

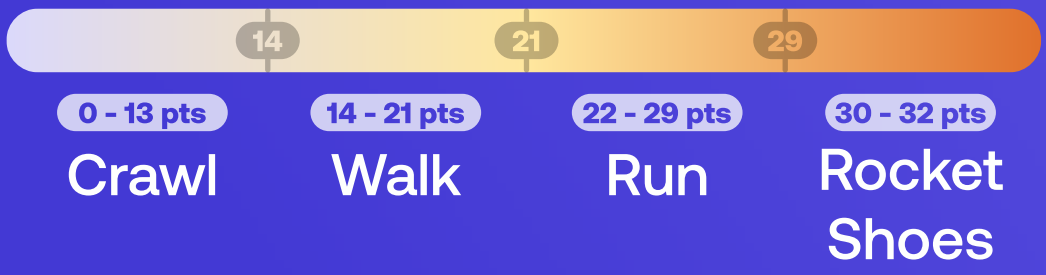
When it comes to field service solutions, many organizations evolve through a crawl-walk-run progression:

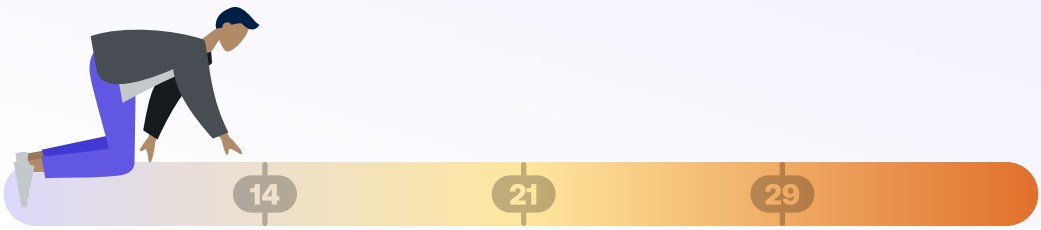
1. They'll start by managing their operations with paper and pencil and the occasional spreadsheet.
2. Then they'll implement off-the-shelf software solutions that provide some enhancements, but lack the ability to quickly and easily customize operations to match their specific business requirements.
3. And finally, they'll implement tailored software solutions that provide a better fit for their needs, but still fall short: they're expensive, take a long time to develop, and are difficult to update as their needs evolve.

Zinier's hybrid solutions offer the shortest path to a "rocket shoes" experience. We combine the best of off-the-shelf solutions, so you can be up and running quickly and easily, and achieve a rapid payback on your investment. And our no-code customization platform makes it easy for you to tailor your solution to your precise requirements – now and in the future.

So where exactly are you?

After analyzing your performance, we showed you where you currently stand on the Z-Scale. Whether you're crawling, walking, or running, the recommendations on the following pages can help you move up a notch or two and eventually get your own pair of rocket shoes.





Crawl

(0 - 13 points)

You're getting by, but even simple tasks and workflows require a lot of work from every member of the team to make up for the lack of technology. You're probably overstaffed to compensate. But don't even think about losing anyone on the team since they're the only ones with the knowledge and skills to hold everything together.

To start Walking, consider introducing digital tools for ticketing and field service management. You'll immediately see the following benefits:

- A reduction in time spent on data entry and a corresponding reduction in errors
- Increased efficiency driven by the use of apps for the mobile devices used in the field
- The ability to leverage data collected using these tools to kickstart your transition from reactive to proactive decision making
- Better (and more) insights into your operations thanks to reporting generated from operations in both the backoffice and in the field

Want to Level-Up?
Step into success with the perfect solution: Zinier Essentials

Zinier Essentials offers a perfect starting point for businesses aiming to digitize their field operations, providing immediate benefits.



Walk

(14 - 21 points)

You're leveraging some digital tools but they're probably outdated and don't integrate with the other tools that you use. Your ability to scale is probably impeded by your dependence on long-time employees whose knowledge you rely on to make things work on a day-to-day basis.

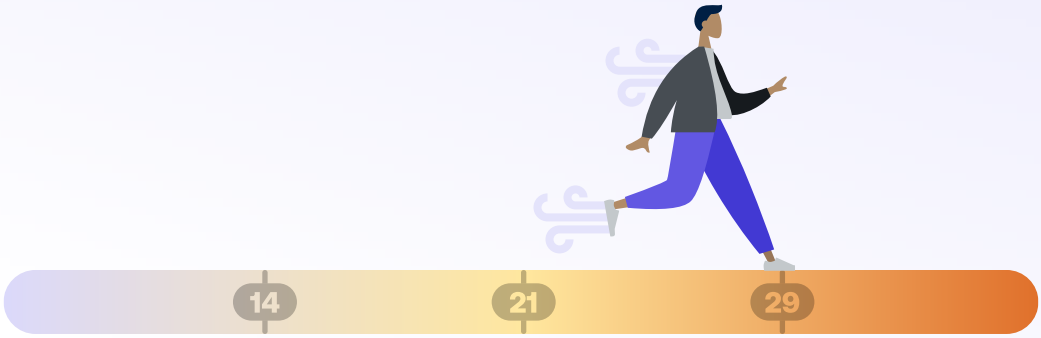
Here are four steps that can help you start Running:

- Integrate your ticketing system with your FSM solution to boost efficiency and enable you to manage by exception chasing down workflows that are already running smoothly
- Integrate your mobile solution with your overall tech stack to improve efficiency and autonomy in the field
- Start automating field and back office processes based on the data you're capturing
- Leverage integrated data to uncover new efficiencies and new opportunities you've been missing out on

Want to Level-Up?
Step into success with the perfect solution: Zinier Accelerator

Zinier Accelerator solution features expertly configured product modules that support workforce management, work order management, scheduling and dispatch, customer experience, and field execution.

It is optimized to provide value up to 80% faster and helps enhance operational agility, reduce appointment overbooking, optimize technician utilization, and deliver superior customer experiences.



Run

(22 - 29 points)

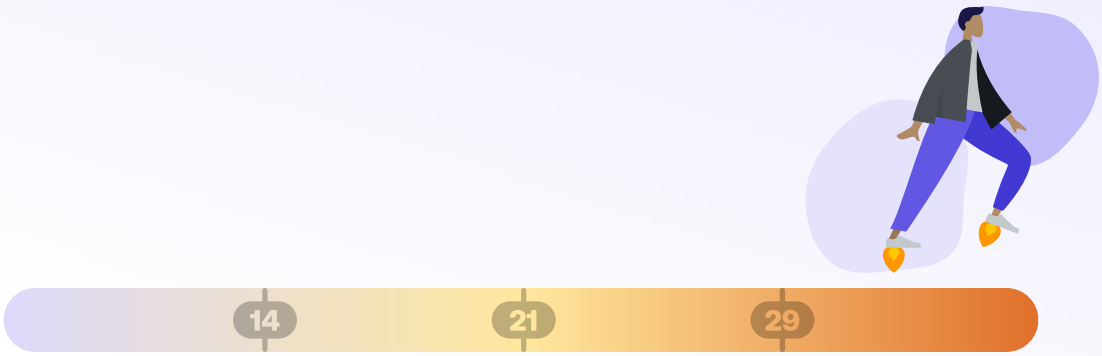
You've worked diligently to keep up with how new technology can help you and benefited from it by being able to manage field work by exception, connecting your mobility solution to the rest of your tech stack, using at least some of that data to predict how to best serve your customers while maintaining high KPIs.

So what's holding you back from getting Rocket Shoes? Most likely, it's the challenge of adapting to change. You've cobbled together a number of outdated applications, and the time and cost that's required whenever you think about changing them makes it a lot easier to just stick with what you've got instead of evolving with ever-changing business requirements. Your workarounds are working – sort of – so you keep putting off fixing them. But deep down, you know you're missing out on a lot of possibilities. Here are the steps we recommend:

- Leverage middleware and low-code tools to equip you for improved agility
- Automate your processes to enable workorder creation, and a schedule & dispatch function that's based on alerts or triggers from other systems
- Enhance field mobility with more robust AI-driven automation tools that can streamline the time your techs spend just searching through data
- Start forecasting what will happen in the field with predictive analytics

Want to Level-Up?
Step into success with the perfect solution: Zinier Enterprise

Explore Zinier Enterprise, a cutting-edge solution built on our innovative low-code/no-code platform. Tailored specifically for established companies, it offers a native solution to optimize field operations, drive cash flow improvements, and elevate customer service to new heights.



Rocket Shoes

(30 - 32 points)

Congratulations! Your operations are zipping along. And if you've gotten this far, you know there is always room for improvement. It's time to start seeing how fast you can move with the right tools in front of the right people at the right time.

You already have a fully-integrated mobile solution for your field techs. Now it's time to empower dispatchers with the simplicity of no-code tools they can use to help implement changes as quickly as they can spot the need (or the opportunity) for improvements. We recommend the following steps to shift your Rocket Shoes into top gear:

- Simplify and consolidate your core systems around no-code solutions designed for easy customization and innovation
- Leverage AI in applications for both the backoffice and the field to assist the entire service team in making better decisions
- Personalize the technician experience with contextual and conditional workflows guiding even inexperienced techs through the task at hand
- Transition from proactive to predictive decision making for maximum scale and ROI

Want to Level-Up?
Step into success with the perfect solution: Zinier Centre Of Innovation

While you can go alone, we recommend embarking on your growth journey with a trusted partner. Zinier, the expert in field operations optimization, is here to support you as you scale your business effortlessly. Our Center of Innovation swiftly transforms operations, introduces efficient workflows, and equips technicians with cutting-edge tools. With our guidance, measure the right metrics and achieve optimal results. Together, we'll unlock your full potential.

Accelerate Your Success

With a clear picture of exactly where you are, you're in a better position to plan your next steps.

Regardless of which rung on the Z-Scale you're currently at and which level you're aiming for, you probably already have several objectives in mind – like boosting productivity, improving customer and workforce satisfaction, optimizing visibility throughout your operations, and minimizing performance disruptions.

A key strategy for achieving all of those goals is to implement a hybrid solution that can not only accelerate time to value but can also provide you with no-code customization abilities that perfectly match your requirements. With Zinier's approach to no-code customization, you'll eliminate the cost, delays, and bottlenecks that inevitably arise when specialized development skills are required to make even simple changes to your workflows.

We'd be happy to walk you through the Zinier approach to field service optimization – and get you a notch or two closer to stepping into your own pair of rocket shoes.

Tailored Solutions for your Digital Transformation Needs

Essentials

An excellent entry point for businesses looking to digitize their field operations.

Learn More →

Accelerator

Accelerate value with pre-configured software (up to 80% faster)

Learn More →

Enterprise

Optimize field operations, improve cash flow, and enhance customer service with our native solution for established companies.

Learn More →

Contact us

hello@zinier.com | www.zinier.com

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